

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE 12		PAGE OF PAGES 1 3	
2. AMENDMENT/MODIFICATION NO. 004		3. EFFECTIVE DATE March 25, 2004		4. REQUISITION/PURCHASE REQ. NO. N/A		5. PROJECT NO. (If applicable)	
6. ISSUED BY Procurement Office George C. Marshall Space Flight Center National Aeronautics and Space Administration Marshall Space Flight Center, AL 35812		CODE PS31-J		7. ADMINISTERED BY (If other than Item 6) Jeffrey S. Jackson (256) 544-8935 Phone (256) 544-3223 Fax		CODE PS31-J	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State, and Zip Code) Science Applications International Corporation (SAIC) Company 6, Technology Services Company 10260 Campus Point Drive San Diego, CA 92121 c/o 6725 Odyssey Drive, Huntsville, AL 35806				<input checked="" type="checkbox"/>		9A. AMENDMENT OF SOLICITATION NO.	
				X		9B. DATED (SEE ITEM 11)	
						10A. MODIFICATION OF CONTRACT/ORDER NO. NNM04AA02C	
						10B. DATED (SEE ITEM 13) 1/1/04	
CODE CAGE- 0T5L1		FACILITY CODE SAP- 103429					
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS							

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15 and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

N/A

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

<input checked="" type="checkbox"/>	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input checked="" type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 43.103(a), the "Changes" clause, and Mutual Agreement
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return **3** copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

	Negotiated	Shared	Award Fee	Potential	Contract	Total Sum
	<u>Estimated Cost</u>	<u>Savings</u>	<u>Fee</u>	<u>Award Fee</u>	<u>Value</u>	<u>Allotted</u>
Prev. Base Total	\$453,539,654	\$0	\$0	\$27,212,382	\$480,752,036	\$11,241,615
This Modification	\$17,084	\$0	\$0	\$1,025	\$18,109	\$0
Rev. Base Total	\$453,556,738	\$0	\$0	\$27,213,407	\$480,770,145	\$11,241,615

SEE PAGE 2 FOR DESCRIPTION OF AMENDMENT/MODIFICATION

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect

15A. NAME AND TITLE OF SIGNER (Type or print) Kelly J. Parson, Senior Contracts Representative		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Jeffrey S. Jackson, Contracting Officer	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
/s/ Kelly J. Parson	March 25, 2004	BY Jeffrey S. Jackson	March 25, 2004
<small>(Signature of person authorized to sign)</small>		<small>(Signature of Contracting Officer)</small>	

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT
(continued)

The purpose of this modification is to definitize the Contractor's proposal SAIC-P-001 dated March 23, 2004 for the costs associated with the lease of offsite office space at the Goddard Space Flight Center which were not anticipated by the Government nor priced by the Contractor in their Final Proposal Revision (FPR). This proposal only covers lease costs through December 31, 2004, during which time alternate leasing arrangements will be pursued. In addition, this proposal references the leased space at the Huntsville, Alabama, Bradford Drive Facility. It is agreed that this lease is also covered under the Performance Work Statement (PWS) changes delineated below. However, all costs associated with this facility were included in the contractor's FPR and will therefore not require an adjustment to the contract value. Accordingly, NNM04AA02C is modified as follows:

- A. Under Section B, Clause B.2, Estimated Cost and Award Fee, the total of Estimated Cost is increased by \$17,084 (from \$453,539,654 to \$453,556,738) and the total of Potential Award Fee is increased by \$1,025 (from \$27,212,382 to \$27,213,407). These amounts are further allocated by contract year as follows:

Paragraph (a)

	Estimated Cost	Potential Award Fee
3/31/04 - 6/30/04	\$ 3,720	\$342
7/1/04 - 12/31/04	\$13,364	\$683

- B. ATTACHMENT J-1 is revised to reflect the provision of lease space in support of PWS sections 3.6 and 3.7. This effort will be added as PWS sections 3.6.11 and 3.7.8. Also, Page J-1-36, Section 3.7, SYSTEMS MANAGEMENT AND OPERATIONS, is revised to reflect the correct letter format of "a, b, c" in lieu of "a, r, s". No change in content will occur as a result of this cosmetic adjustment.
- C. On the Standard Form 26, Award/Contract, Block 15G, the total contract value is increased by \$18,109 (from \$480,752,036 to \$480,770,145) in recognition of the actions taken in (A) and (B) above.
- D. The modification(s) made above are reflected in total on the change page(s) enclosed herewith. In order to reflect the change(s) made, the page(s) listed below are hereby deleted from, or added to, NNM04AA02C. Either bolded text or a vertical change bar included in the right margin indicates the specific area(s) of change.

Page(s) Deleted

B-2
J-1-36
J-1-41

Page(s) Added

B-2
J-1-36
J-1-41

- E. In recognition of the modification(s) agreed to herein as complete equitable adjustments for the Contractor's "proposal(s) for adjustment" listed below, the Contractor hereby releases the Government from any and all liability under this contract for further equitable adjustment(s) attributable to such facts or circumstances giving rise the "proposal(s) for adjustment."

Contract
Change Identification

NASA/MSFC letter request
For Proposal dated
March 22, 2004

Contractor
Proposal Number

SAIC proposal SAIC-P-001
dated March 23, 2004 and
submitted via SAIC letter
SAIC-04-005 dated
March 23, 2004

- F. All other terms and conditions of NNM04AA02C remain unchanged.

B.2 ESTIMATED COST AND AWARD FEE

(a) The estimated cost and contract fees are as follows:

Contract Year	Period Covered	Estimated Cost	Shared Savings Fee	Earned Award Fee	Potential Award Fee
Base Year 1	1/1/04-6/30/04	\$ 46,766,965			\$ 2,806,137
Base Year 1	7/1/04 - 12/31/04	\$ 84,356,676			\$ 5,061,282
Base Year 2	1/1/05-6/30/05	\$ 81,045,306			\$ 4,862,719
Base Year 2	7/1/05 - 12/31/05	\$ 81,045,306			\$ 4,862,719
Base Year 3	1/1/06-6/30/06	\$ 80,171,243			\$ 4,810,275
Base Year 3	7/1/06 - 12/31/06	\$ 80,171,242			\$ 4,810,275
Option Year 1	1/1/07-6/30/07				
Option Year 1	7/1/07 - 12/31/07				
Option Year 2	1/1/08-6/30/08				
Option Year 2	7/1/08 - 12/31/08				
	TOTAL	\$453,556,738			\$27,213,407

(b) The estimated cost and award fees applicable to the base period and each option period are as follows:

CLIN	Qty.	Unit	Estimated Cost	Award Fee
BASIC PERIOD (January 1, 2004 thru December 31, 2006)				
001	1	Job	\$453,539,654	\$27,212,382
			<u>Estimated Amount</u>	<u>Maximum Amount</u>
002	1	ID/R	\$0	\$1,500,000

3.6.8 Directory Services

The contractor shall provide systems engineering and sustaining engineering support functions to support NASA's directory service. In performance of this function, the contractor shall:

- a. Operate the root-level NASA directory.
- b. Replicate data with all Center-level directories.
- c. Update directory schemas to support new or changing application requirements.

3.6.9 IP Address Management

The contractor shall manage, assign, and delegate the NASA IP address space. The contractor shall coordinate with the American Registry of Internet Numbers (ARIN) for registration of NASA's networks and IP management policies.

3.6.10 Facsimile Broadcast Service

Facsimile broadcast provides the capability for NASA users to send a document to multiple recipients, as established on a preset distribution list, via a single transmission. In providing this service, the contractor shall:

- a. Establish and maintain user accounts.
- b. Assist users in building and modifying distribution lists.
- c. Report performance and utilization metrics (DRD 974MA-006).

3.6.11 Office Space

The contractor shall provide office space in support of the services described in 3.6.

3.7 SYSTEMS MANAGEMENT AND OPERATIONS

The contractor shall provide network scheduling, network monitoring, network control and system management, problem management, WAN operational support, and control centers in support of the services described in this PWS. Systems Management and Operations functions provided in support of local GSFC services and performed by the IPNOC will be provided via a General Services Administration (GSA) Millennia contract with Raytheon. Systems Management and Operations functions provided in support of GSFC local services and performed by the NASCOM Operations Management Center, Goddard TV Central, Goddard Voice Control, and Goddard Technical Control Facilities will be provided by the MOMS contract. The UNITEs contractor shall establish agreements and joint operations procedures with the Millennia and MOMS and contractors for systems management and operations services performed at GSFC. The agreements shall address how the contractors will work together to accomplish the following:

- a. Ensure there is no overlap in responsibility or authority with staffing;
- b. Ensure overall staffing does not exceed available physical space;
- c. Ensure continuity of service and efficient use of resources to perform end-to-end troubleshooting.

- c. Provide electronic and hardcopies of network and facilities drawings (DRD 974MA-007).
- d. Provide a connection database to document the appliance, office jack, switch port, and network connectivity as required (DRD 974MA-007).
- e. Utilize government software standards for generating and maintaining documentation.

3.7.8 Office Space

The contractor shall provide office space in support of the services described in 3.7.

3.8 CUSTOMER SUPPORT

The contractor shall ensure that all customer service elements of this contract are supported. This function shall include the customer support center, service requests, and user training.

3.8.1 Customer Support Center

The contractor shall receive, track, and resolve customer service problems. In performance of this function, the contractor shall:

- a. Operate an integrated customer support center 24 hours a day, 7 days a week. This customer support center shall work cooperatively with other help desks to resolve all problems regardless of the initial determination of the origin of the problem and dispatch to the appropriate maintenance personnel.
- b. Receive all trouble calls and promptly effect resolution.
- c. Operate and maintain the on-line status system to query, update, and display information related to problems and resolutions (DRD 974MA-006).
- d. Provide timely and accurate feedback regarding problem resolution as requested by the customer.
- e. Perform trouble reporting and tracking (DRD 974MA-006).
- f. Provide reports of status, summaries, and statistics (DRD 974MA-006).
- g. Verify resolution with the customer prior to closing the trouble call.
- h. Provide customer information and assistance regarding the use of UNITEs services.
- i. Provide user notification of outages and activities.
- j. Upon resolution of a trouble ticket/outage of service, provide the customer written information regarding the reason for trouble/outage, corrective actions taken, and relevant information for any follow-on action.

3.8.2 Service Requests

The contractor shall receive, process, and execute customer service requests. In performance of this function, the contractor shall:

- a. Operate and maintain the on-line service request system for inputting, assigning, tracking, statusing, and archiving customer service requests as part of the MICS (DRD 974MA-006).